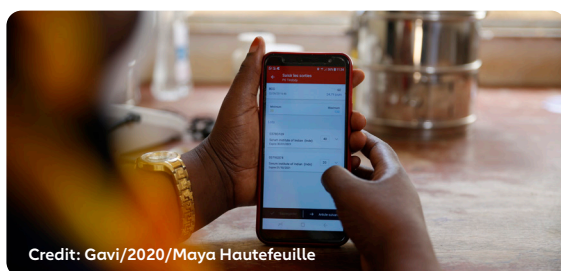


Digitally empowered community health workers



Credit: Gavi/2020/Maya Hautefeuille

Digital tools amplify your ability to identify and reach zero-dose children. With mobile apps and real-time data at your fingertips, you can quickly spot which children missed their vaccinations and take immediate action. SMS alerts keep families informed about appointments, while digital platforms help you track coverage gaps across your community. These tools don't replace your expertise, they supercharge it, helping you deliver more targeted interventions and achieve higher vaccination rates among the children who need them most.

◀ Health worker uses Logistimo to track vaccine supplies and prevent stock-outs.

Digital tools can amplify your impact

Digital tools make you even more effective by streamlining your work and expanding your reach.

Data management

- **Mobile applications** collect patient data, track immunisation records, manage health records with real-time data entry, retrieval and generate insights.
- **Electronic health records** monitor patient history for continuity of care.

Communication

- **SMS reminders** send vaccination and appointment reminders to families.
- **Chatbots** simulate conversations (Q&A) through text or voice interactions in real-time and are available 24/7.

Reporting

- **Health information systems** track progress, report disease outbreaks, vaccination rates and health data to authorities.
- **GIS and mapping tools** can be used to identify and plan outreach sessions to reach underserved populations.

Training

- **E-Learning** provides access to capacity strengthening modules and mobile learning platforms.
- **Feedback mechanisms** receive guidance and performance feedback from supervisors.

How digital tools strengthen community health work

Transform your daily work with tools that make you more accurate, efficient and impactful in your community.

Deliver better care

- **Track every patient.** Follow up on missed appointments and immunisations automatically.
- **Get decision support.** Receive real-time guidance for planning, implementation and follow up.
- **Communicate better.** Share videos and messages in local languages with families.
- **Engage communities.** Use visual dashboards to show health progress at local meetings.

Work more efficiently

- **Reduce errors.** Standardised forms and built-in checks prevent data entry errors.
- **Real-time reporting.** Enter data once and transmit instantly to generate insights.
- **Manage supplies.** Track vaccine stocks and get alerts before shortages in your services occur.
- **Save time.** Automated reminders and follow-ups reduce manual work.

Grow your skills

- **Learn anywhere.** Get access to training modules on your phone, even in remote areas.
- **Stay connected.** Get standardised and real-time support and feedback from supervisors.
- **Build your reputation.** Professional tools increase community trust in your services.
- **See your impact.** Visual data shows how your work improves community health.



At the beginning, even if you have been trained, be with someone who has used the system before and walk with them for two to three days and you will learn.

Mohamed
Community Health Promoter, Kenya



Credit: Living Goods/2022/Jjumba Martin

Digital platforms powering community health workers

Tool	Country	Purpose	Benefit
DHIS2 Tracker	70+ countries worldwide	Track patients, collect health data and monitor outcomes on your mobile device.	Get better data quality and help improve health policies in your country.
CommCare	India, Nigeria	Follow vaccination schedules and track which children need immunisations.	Never miss a child—improve vaccination coverage in your community.
KoboTool-Box	DRC, Nigeria, Sudan, Ethiopia	Collect health data quickly and manage community feedback.	Work more efficiently and monitor your programmes in real-time.
OpenSRP	Kenya, Tanzania, Malawi	Manage patient records and track immunisations on one platform.	Easily find unvaccinated children and streamline your daily work.
RapidPro	Kenya, Uganda, South Africa	Send health messages and communicate with families via SMS.	Reach more people with health information and engage patients better.
WhatsApp	Brazil, South Africa	Coordinate vaccination campaigns with your team.	Communicate instantly during mass immunisation drives.
eCHIS	Ethiopia, Rwanda, Tanzania	Send automatic SMS reminders to families about vaccinations	Help families remember appointments and boost on-time vaccination rates.
mHero	Liberia, Mali	Connect with other health workers and share real-time health data.	Strengthen your health system and respond quickly to health emergencies.
Open Data Kit (ODK)	Madagascar, DRC, Chad	Collect and report health data from the field.	Make better decisions with accurate data and improve resource allocation.

Country spotlights

Ethiopia

eCHIS Improves Service Planning.

Ethiopia's electronic Community Health Information System (eCHIS) enables Health Extension Workers (HEWs) to use mobile platforms for immunisation tracking, identifying unvaccinated children and monitoring community-based service delivery.

How it works: eCHIS digitises paper-based community health reporting. You can register households, track children's immunisation status and identify those needing immunisations.

Results: Over three years, 278 HEWs, 45 midwives, and 27 focal-persons used a mobile app to register 71,000 households, immunise over 100,000 children, and reduce vaccination defaulters through improved data monitoring and targeted campaigns. (<https://110K.jsi.com>)

Key success factors:

- Built on successful Health Extension Programme infrastructure.
- MOH's priority is to use technology to improve services.
- Training included HEWs, midwives and focal persons.
- Enabled identification of defaulters and immediate corrective action.

Chad

Mobile Mapping to Reach Zero-Dose Children.

In Chad, CHW's used the Open Data Kit (ODK) mobile app to quickly identify who is missing vaccines and where they live.

How it works: CHWs record data on smart phones and pin GPS locations of zero-dose cases. This data is uploaded and visualised on a dashboard for teams to plan outreach.

Results: Out of 4,562 children mapped, 1028 were zero-dose. Health teams vaccinated 792 of these children within three months. ([Health Systems Strengthening to Reach Zero-Dose Children in Chad](#))

Key success factors:

- Training to ensure CHWs could use ODK tools with confidence.
- Close collaboration with local leaders to build trust and encourage participation.
- Frequent supervision and data reviews kept teams focused and accountable.
- Offline data capture supported in remote areas.



Lessons learned

Digital tools must be offline-capable, user-friendly and designed with CHW input.

Select platforms and tools that align with existing capabilities and infrastructure.

Success depends on ongoing training, technical support and integration into broader health systems — not just technology deployment.

This product was produced by the Zero Dose Story Generation Consortium, led by [Sabin Vaccine Institute](#). Sabin is a leading advocate for expanding vaccine access and uptake globally, advancing vaccine research and development, and amplifying vaccine knowledge and innovation.

gavi.org